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Teodora Vatuui

Constantin Bracusi University of Targu Jiu

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# INFORMATICS SYSTEMS USED TO INCREASE THE EFFICIENCY OF THE ACTIVITY WITHIN PUBLIC ADMINISTRATION

phd. lecturer Teodora Vatuiu, Tg-Jiu, Romania, [vatuiu\\_teodora@yahoo.com](mailto:vatuiu_teodora@yahoo.com)

**Abstract:** *The local economical development is part of the general logic for the decentralization process, offering substance to the local autonomy, because we can't assure at local level only the obligation for the assurance of administrative activities, keeping at the same time the economic levers in the center.*

*In this context we can also include the efforts made for the efficiency of documents circulation within the administration, which have taken the shape of modern ways of approach. Within the most efficient ways of reducing bureaucracy we can mention the increase of efficiency for the informatics structure of public entities.*

**Keywords:** *informatics systems, the efficiency, public administration*

## 1. General considerations concerning the modernization of public administration

The Romanian public administration is in a fluent and important process of modernization, in order for it to adapt to the economical and social realities of the country, while it continues to prepare its administrative structures for the acceleration of the integration in the European Union.

The essence of the informational society consists in the integrated and generalized use of the informational technologies and communications in every domain of the economic and social life, including public administration.

The informational society integrates the objectives of the long-term development, based on social fairness and equality of chances, ecological protection, liberty, cultural diversity and innovative development, reorganization of the industry and business medium.

The informatization of the society can be successfully accomplished only in the conditions of a well-organized and efficiently-conducted informational infrastructure. In the context of our country's adhering to the European Union, the public administration must take its personal measures of restructuring, modernization and rethinking of the functioning role and technique, especially in the conditions required by the informational society.

For the informational society to bring benefit to everyone, it must develop in a national background, which must answer to local requests, in correlation with the regional national and international medium.

The informational system must be the support for the application and simplification of some administrative rules and procedures, with the purpose of assuring wide and

non-discriminating access for everyone to public services, and fees reduction for these services.

The information itself represents a symbol of our era, which requires specific instruments: computers, telephones, copy machines, etc. We can say, without a doubt, that information has become one of the most important strategic resources for all types of organizations, including public administrations. Data gathering, processing, transmitting and stocking is essential for the quality of the decisions and their purpose.

The piece of information becomes raw material for the informational society and main source of molding people's mentality and behavior.

In the same time, the access to public information offers transparency to the management process and it certainly sustains the development of the society on its whole.

## 2. Informational society from the European point of view

The government based on the new technologies, the digital e-Government, represents "the assembly of systems and resources specific to public management, which, through the use of informational technology and communication, tries to optimize the administrative act".

The "e-Government" structure can be represented like this:

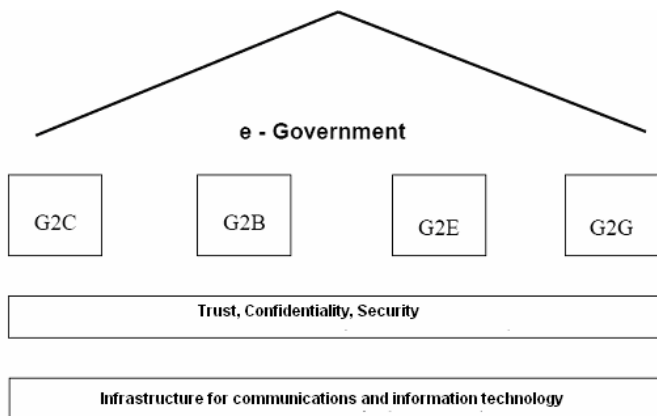


Fig. 1 The "e-Government" structure

The instruments for the "e- Government" strategy are:

- 1) G2C – the Government – Citizen on-line relations system;
- 2) G2B – the Government – Business on-line relations system;
- 3) G2E – the Government – Employee on-line relations system;

4) G2G – the Government – Government on-line relations system.

The final purpose of the "e-Government" is the increase of the quality and accessibility of the governmental services, whose beneficiary are the citizens, the business medium and the public services employees – public servants.

In Romania, as a country member of the European Union, the principles of a good government are more and more often applied: being open, responsible, efficient and coherent.

Every institution must work in a more open way, to communicate actively about what is happening in the EU and the decisions that are taken.

The participation assures a wider participation in the politic chain from the act of conception to that of the implementation.

Responsibility – every institution of the EU must take responsibility for what it does in Europe.

Efficacy – it depends on the implementation of the EU politics in proportion to the act of taking decisions at an adequate level.

Coherence - The politics and actions that are taken must be coherent and easy to understand.

Because politics can be efficient only when they are prepared and implemented in the right way, the informational system plays an important role in the application of these principles for all countries of the European Union and especially for their administrative system's structure.

### **3. General structure of the informatics and informational system of the public administration**

A system represents an assembly of interdependent elements (components), between which a dynamic interaction is established, on the base of pre-established rules, with the purpose of reaching a target. The informatics system is part of the informational system and it helps to automatically process data, in order to obtain information requested by different users.

The definition of the informational system of the public administration must take into account the general characteristics belonging to any informational system, regardless of the fact that it refers to accounting, human resources, petitions or financing and development programs evidence.

Like any system, the informational systems transform entries into exits.

Data processing is a transformation process, during which data (entries) are transformed into information.

The difference between data and information is the source of many confusions, because: data represents the assembly of the descriptions of a phenomenon or process, whereas a piece of information brings extra knowledge, being the notion through which we recognize each new element contained in the meaning of a

symbol, group of symbols, news, image that expresses an event, a state, a situation, an action.

In the present conditions owed to the use of electronic calculus methods in the public administration, the introduction of the informational system is relating more and more with the study of the informatics systems.

The piece of information is an essential resource in the development of a society, and the use on a large scale of the technologies of information and communication (TIC) is vital. Public administrations are the most important clients and users of the TIC, investing for the increase of its own activities' performance, but especially for the diversification and improvement of their relations with the clients.

The informational system referring strictly to public administration can be defined as an assembly of data, information contained in documents, informational circuits, informational fluxes and methods of handling the pieces of information implicated into the process of decision grounding, which contribute through their content to the indulgence of the population's general necessities.

In a modern society, the main problem of the economic theory is to be able to define a system that transforms the individual preferences of the citizens into an allocation of the short means, so that the economic welfare to come as closer as possible to the optimal one.

In the public administration, information and its quality are extremely important for the decision-making process.

In this context, we observe the attention reserved to the tendency of creating an informational administrative system, which implies three major coordinates:

- Making the activities from public institutions informational, in order to increase the operational efficiency from the central and local administration's organizations;
- Making the services that have as beneficiaries citizens and economic agents informational, which sometimes implies the integration of the services made available by organizations from central and local administration;
- Assuring access to information, through the informational technology for the final users of the public administration's services.

Judging by the importance and necessity of the organizational reform of the public institutions, the accomplishment of an informational administration represents a primary target not only for the public institutions' clerks, but also for the main developers of informatics products.

The improvement of flux of documents' circulation, the permanent surveillance of their route inside the public institutions, as well as the standardization of the communication through uniform written materials represents only a few of the advantages that the use of a customized solution of Document Manager implies.

MIRA has become implied in the support of the public institutions' modernization. Its expertise in the development of solutions from the Document Management category is a significant one, the product on this segment being called SIPA.

#### 4. The presentation of the informatics system of petitions and audiences

This informatics system has as a purpose the evidence of the received petitions and their solving. The architecture proposed for the accomplishment of the integrated informatics system in public administration is the WEB architecture, based on the use of Internet communication technologies, having as components relational, unique data basis. The application is organized on five modules. In order to open the application, one has to open Internet Explorer and to type <http://localhost/Sipa/Login.aspx> in the address bar. For the client stations, one has to replace the local host with the server's IP. In the connection screen, the user must type a valid username and password. If the username and password are correct, the menu of the application presented in the below figure will open:



Fig.2: Application menu

Every button from the menu accesses a module, which contains in turn, a submenu. The access rights to the application's modules are established by its administrator for each user.

In order to access the documentation of the application one has to press the **Help** button. By pressing the **Finish** button, one comes back to the first page of the application; if one wants to exit the application, he presses the **Exit** button and a window will show up with the question "Do you want to close the window?" One

has to answer "Yes", in order to confirm the exit from the application, or "No", if one wants to remain in the application.

## Conclusions

Representing an investment with long-term results, the SIPA implementation solves the critical problems of the organizations, including those with administrative specific. The utilization of spa assures quick answers to the citizens' requests. Through the multitude of functional benefits that SIPA offers, it has all the data of a high-quality informatics product.

SIPA norms the processes of monitoring, documents traffic and archive that take place in the current activities of a public institution.

Moreover, the implementation of the SIPA solution in different types of organizations has proven a decrease of the communication time with 70-80%, as well as a depletion of the time spent for the accomplishment of different activity reports.

Through SIPA, public institutions gain a plus in the process of solving different tasks. Thanks to this application, information are accessible directly form the informatics system, the only required effort being that of printing or synthesizing the information.

The advantages offered by SIPA are directly reflected in the operability grade of the public clerks and also in superior services offered to the tax-payers.

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